



CITY OF CHICAGO



DEPARTMENT OF BUSINESS AFFAIRS AND CONSUMER PROTECTION

### **PLAN OF OPERATION**

**Licensee:** HLT Palmer LLC dba Palmer House Hilton

**Premises:** 17 East Monroe Street, Floors 1-27  
Chicago, Illinois 60603

**Application Type:** 1006-Retail Food Establishment, 1050-Public Place of Amusement,  
1475-Consumption on Premise-Incidental Activity

**Account Number:** 466547

**Site:** 01

Pursuant to the City of Chicago Municipal Code Sections 4-156-311 (d)(3)(A) and 4-60-040 (h), the City of Chicago Department of Business Affairs and Consumer Protection (BACP) and the above-named Licensee have agreed to the issuance of a Public Place of Amusement and Consumption on Premise-Incidental Activity liquor licenses, under the following conditions:

1. Licensee shall regularly monitor the exterior area around the premises during all of its business hours in order to address and abate noise, loitering and littering complaints about Licensee's patrons or employees.
2. Licensee shall take steps to prevent the accumulation of litter by making an employee responsible for the outside cleaning duties throughout the day and at the end of each night. The employee will be part of the full-time staff and will be responsible for picking up any trash that is located in front of, and adjacent to the premises of the establishment.
3. The Licensee shall maintain sufficient trash containers to accommodate any additional waste generated in the unlikely event that extra waste is generated.
4. The Licensee shall ensure that all trash containers shall be locked and secured at all times.
5. The Licensee shall have trash pick-up occur at least once per day of operations, and more frequently should the need arise.



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6. Licensee agrees that in the event the LLCC receives a complaint, the Licensee shall cooperate fully with any investigation, including, but not limited to, submitting any records requested by the LLCC. The Licensee shall, upon request of the LLCC, produce any records the LLCC has requested within ten (10) days of such request.
7. Licensee shall disallow the formation of lines on the exterior of the premises for entry into the Hotel.
8. Licensee shall take steps to prevent fighting, disturbances of the peace, public intoxication, unruly behavior, or any other criminal activity by the presence of adequate exterior lighting, and the presence of security personnel to deter patrons from participating in these types of activities. Security and other personnel shall be strategically placed at the common exits, and restrooms within the establishment in order to survey the premises and prevent problems. Security personnel at the entrances shall enforce occupancy limits at all times. In the event that any criminal activity occurs, the incident shall be documented in a log and the police department shall be contacted.
9. Licensee shall immediately address any public nuisance issues which adversely impact the health, safety, and welfare of the community.
10. The Licensee will close windows at 10:00p.m. to abate any sound issues.
11. The Licensee agrees that it will not, at any time, apply for a City of Chicago Late Hour Liquor License.
12. The Licensee agrees not to expand the Premises without, first, applying to the City of Chicago for the right to expand the Premises.
13. Licensee shall immediately notify the Police of any illegal activity viewed by or reported to Licensee, in and around the Premises.
14. Licensee will display a sign in a conspicuous location near the front door inside the Premises that reads, "Please Respect Our Neighbors, Please Exit Quietly and Do Not Loiter."



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15. Alcohol Server Training. All bar and wait staff will be BASSET or TIPS certified and will be trained with respect to the detection of fraudulent identification. All bartenders and wait staff will be trained to identify intoxicated patrons and will take pro-active steps to prevent the intoxication of patrons.
16. Licensee shall discourage any illegal parking of vehicles by its patrons in front of and around the Premises by refusing to service to any such person who is parking their vehicle illegally and Licensee's security personnel will monitor the exterior of the Premises to prevent and deter patrons from parking illegally.
17. Kitchen to remain open. During all hours that the business is open to the public, the licensee shall offer food preparation and service to its patrons.
18. Licensee will not sell package goods for consumption off the Premises except as allowed by its Consumption on Premises – Incidental Activity liquor licenses.
19. Licensee will not offer for sale "bottle service" of spirits products for on-premises consumption except as allowed by its Consumption on Premises – Incidental Activity liquor licenses.
20. While Licensee may enlist the services of traditional PR firms, ad agencies, event planners and the like, Licensee will not employ so-called "promoters" or unlicensed persons or entities to market or promote any entertainment activities conducted at the premises. Furthermore, any entertainment activities conducted on premises are subject to the restrictions in Paragraph 24.
21. Licensee will utilize the services of a valet company to relocate patrons' vehicles. Licensee currently has a "valet loading zone" on East Monroe Street.
22. The Licensee shall encourage public means of transportation by posting appropriate signage.
23. Licensee shall abide by Chapters 4-60-140(g) and 4-60-050(c) of the City of Chicago Municipal Code concerning the prohibition of any live or recorded music being played or performed in any outdoor patio.



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24. The purpose for which the Licensee/Applicant seeks a Public Place of Amusement License ("PPA License") is to offer entertainment including DJ's and live music at parties, functions or events, including, weddings, corporate and charitable functions or events arranged by invitation for a defined number of individuals, and to host ticketed events in its ballrooms. Licensee shall allow no more than 3 public and/or ticketed events on premises during a given year. Licensee will not operate as a nightclub or dance club.
25. Licensee shall regularly attend CAPS Beat meetings and CAPS hospitality meetings and agrees to set up and/ or attend meetings with the alderman, police commander, and community residents or groups to discuss any concerns regarding the operations of the Licensee's business.
26. Non-Smoking Laws. The Licensee will enforce all applicable City and State non-smoking laws as they relate to both the interior and the exterior of the Premises.
27. Licensee agrees that this plan of operation cannot be modified or amended without input by the local Alderman.



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The conditions of the Public Place of Amusement and Consumption on Premise-Incidental Activity liquor licenses issued pursuant to this agreed plan of operation are legally binding and may be enforced by the City of Chicago enforcement authorities under MCC 4-156-311 (d)(3)(A) and 4-60-040. All other conditions of the license are governed by the City of Chicago Municipal Code. Violation of the above stated conditions may result in the imposition of a fine and/or suspension or revocation of all business licenses issued to the Licensee. Violation of the above stated conditions may also result in the issuance of cease and desist orders prohibiting the activity which violates the conditions of the liquor license.

The conditions of the Public Place of Amusement and Consumption on Premise-Incidental Activity liquor licenses issued pursuant to this plan of operation shall apply to the business address and license and to all officers, managers, partners, and direct or indirect owners of the licensed entity. The sale of the business to other persons purchasing the stock or membership units of the licensed entity does not void the conditions of the license. Any and all potential new owners of the licensed entity shall be subject to the same conditions set forth in this plan of operation.

It shall be the duty of every person conducting, engaging in, maintaining, operating, carrying on or managing the above-mentioned business entity to post this plan of operation next to the liquor license in a conspicuous place at the business address.

Licensee: HLT Palmer LLC dba Palmer House Hilton

Premises: 17 East Monroe Street, Floors 1-27  
Chicago, Illinois 60603

By:   
Its Authorized Officer

  
Shannon K. Trotter

TUE 15 JUN 2021  
Date

City of Chicago  
Local Liquor Control Commissioner